

I have had an account with Spectrum (Charter or Bresnan) for over 30 years. On Feb 2nd NBC was blocked with no notice. This happened days before the super bowl. I was left without Olympic coverage as well. The bockage continues. .. yet I still am paying for the package that included NBC. In fact, my bill has gone up over the last 2 months! You take away a major network . . .for months . . . and have done nothing to compensate the viewers.

Charter also provided false and misleading information about how customers could continue to access NBC programming through an antenna or web stream - which did not work!

Our town of Jackson is fighting Spectrum/Charter (I can't even keep your name straight any more). I will drop your service when I have the time to hook up with Direct TV or another carrier . . . unfortunately that will be a few months. In the meantime, I have paid for a service that you have not provided to me for over 2 months - that is the NBC channel.

I am frustrated beyond words. . . you do not care at all about the customers .. you may or may not fix this problem, but my bill will continue to go up. I am not a valued customer .. you could care less about me and all the others in this town.

Julie Hoklin

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